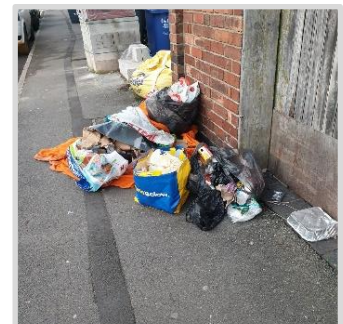




Community & Regulatory Services

Deputy Leader's Statement



2021/22

INTRODUCTION

East Staffordshire Borough Council has three Corporate Priorities:

- **Value for Money Council**
- **Community Regeneration**
- **Environment and Health & Wellbeing**

The following statement sets out how the Deputy Leader for Community & Regulatory Services and officers within this portfolio area will contribute to achieving these priorities, as well highlighting key achievements from 2020/21.

However the activities outlined in the statement are often cross-cutting themes with overlaps into other areas, and throughout the statement there may be examples of joint delivery with other Executive Members as well as managers from other sections.

Each of the statements made by the individual portfolio holders will then be collated to form the basis of East Staffordshire Borough Council's Corporate Plan for 2021/22.

ACHIEVEMENTS IN 2020/21

Over the past 12 months, the Council has been working hard to deliver the objectives set out in the Corporate Plan and to continue to improve its services, whilst at the same time adapting and responding to the unprecedented challenges resulting from the Coronavirus pandemic.

The Community and Regulatory Services portfolio is currently on track to achieve 90% of the milestones set for 2020/21 by the end of this financial year.

Some of these achievements are highlighted in the following section.

Review of the Council's CCTV Provision

During 2021 the contract for the monitoring and maintenance of the Council's CCTV is due for renewal. Following a review of the existing CCTV arrangements and a report on CCTV provision brought forward by the Scrutiny (Audit and Value for Money Council Services) Committee, a revised approach to the delivery of CCTV has been developed. This work will come forward from April 2021 and is outlined in the 'Objectives' section below.

In addition to this review, the Enforcement Team also developed a Code of Practice for the use of its mobile CCTV cameras. A guidance and process document has been completed and will be used by officers to ensure that correct procedures are followed when mobile CCTV is in operation. The document includes application forms for authorisation to deploy the mobile cameras and a site survey form to ensure the location is suitable and appropriate. The team have utilised the cameras in a number of 'hot spots' specifically in relation to fly tipping and other forms of anti-social behaviour.

Improvements to the Hackney Carriage and Private Hire Service

The Council implemented a series of improvements for the Hackney Carriage and Private Hire Trade during 2020-21. These included:

- A review of the Taxi ranks within in the Borough was been completed in both Burton and Uttoxeter. The County Council, as the Highway Authority, has been consulted to establish if the suggested proposals were suitable to be carried forward. This work will be concluded in 2021-22. A review of the Hackney Carriage Tariff – a proposed new tariff was received from the taxi trade. A report was subsequently prepared for licensing committee to consider and officers liaised with the meter companies to ensure the tariff was suitable. These proposals will be considered by Cabinet.
- A revised approach to delivering Safeguarding training for all Private Hire and Hackney Carriage Drivers was implemented with the appointment of an appropriate training provider. All existing drivers, operators and new applicants will be able to access the training in a “virtual classroom.” It is proposed that all the licence holders will undertake the training by the end of 2021.
- A formal Verbal Test for new applicants was introduced for a Private Hire and Hackney Carriage Drivers Licence (this also included taxi Operators). This approach has been in operation since the end of April 2020 and sets a level standard for all applicants to be appraised.
- New recommendations for Medicals for Private Hire and Hackney Carriage Drivers were introduced. Officers have identified a specific doctors surgery as an alternative means of having a medical undertaken, should the applicant or existing licence holders own surgery be unable to provide a certificate within the appropriate time period.
- Use of the Disclosure and Barring Service (DBS) update scheme for Private Hire and Hackney Carriage Drivers and Operators has been introduced and ‘UCheck’ confirmed as the Councils on line provider for criminal searches. The Licensing team are now able to access some results within 24 hours, which will help to improve processing times.

Compliance Inspections in support of Public Protection

Ongoing partnership work took place throughout the year in partnership with Staffordshire County Council and the Police in relation to Covid-19 enforcement and compliance in high risk establishments. Compliance checking and inspection activity has been redirected to support the Covid-19 pandemic response and covered such activities as; tracing taxi drivers who had tested positive and premises that have been non-compliant with Covid regulations, for example.

Community & Civil Enforcement Initiatives

The impact of the Covid-19 pandemic had a significant effect on the Community and Civil Enforcement (CCE) team during the year. During the first lockdown period, some members of the team were redeployed to support other service areas such as Open Spaces and the Cemetery to support the Council's Covid related efforts. The team also led the Covid Marshal deployment from early November in support of general Covid-19 compliance measures, as well as supporting the Environmental Health team in more direct compliance activities. The CCE team were able to begin picking up initiatives in the second half of the year, covering a number of wards including; Anglesey, Shobnall, Horninglow and Eton.

Selective Licensing: Review & Future Designation

Following the successful introduction of the Selective Licensing Scheme pilot in a part of Anglesey ward, the Council has continued to monitor and evaluate the scheme completing an annual review at the end of the first, second and this, the third year of operation. Plans to expand the Selective Licensing Scheme to include Shobnall Street, Waterloo Street, Goodman Street, Branston Road and Uxbridge Street had begun in January 2020 with a consultation exercise. However these were put on hold in accordance with guidance issued by the MHCLG on 28 March 2020.

Partnership working with Trading Standards for Tenant Fees

Following the introduction of legislation to prohibit the use of certain fees for tenants, Environmental Health has worked in partnership with Trading Standards to target resources on a case that requires further investigation along with the development of a draft strategy for enforcement. This is currently on hold due to resources being focussed on Covid enforcement, however this work is set to continue in 2021/22.

Disabled Facilities Grant Review

The Council adopted a new in-house Disabled Facilities Grant (DFG) service from 1st April 2018, incorporating more efficient ways of working to secure faster and more cost efficient adaptations, to enable residents to live independently in their own home. A report on DFG performance was delivered to Cabinet in December 2020. Of note is the reduction in the DFG process timescales from 362 days for cases handled by the previous provider in 2017/18 to 291 days for cases handled by the in-house DFG team in 2019/20. The DFG team continuously seek ways to improve the processing times and delivery of this service.

Climate Change & Air Quality Policy

In response to national and international concerns around Climate Change, the Council declared a 'Climate Emergency' in August 2020. In support of this 'Climate Emergency' declaration, the Council developed a wide ranging and comprehensive action plan that refocuses attention in order to tackle these wide ranging issues. The Council's 'declaration' seeks to make the Council's operations and activities carbon neutral by 2040 and to aspire to reach carbon neutrality for the borough geography as a whole by 2040. The Environmental Health team will be leading on this approach, but as climate change issues affect all parts of the Council's activities, all Deputy Leader portfolios will be affected to a greater or lesser degree.

Modern Slavery Initiatives

The impact of Covid-19 during 2020-2021 has meant the efforts of the Environmental Health team have been focussed on working with partners to

undertake compliance checks in high risk premises such as takeaways, licensed premises and warehouses throughout the Borough. The team has had to adapt to provide a seven day per week response should this be called upon. The team have also worked closely with colleagues in the CCE team in gaining feedback and intelligence on compliance issues from the Covid Marshal Officers. Issues relating to Modern Slavery have been picked up in the course of this compliance work over the period of the pandemic.

Brewhouse, Arts and Town Hall

Once again the Covid-19 pandemic has had a significant impact on the delivery of the service during 2020/21. Following government guidelines the service has had to remain closed to members of the public for long periods. However, the team at the Brewhouse have adapted to create a new programme online; including a range of workshops and events. The Brewhouse and Arts Manager was also able to secure a £51k grant from the Arts Council England's Covid Recovery Fund to support these adaptations and financial support for the service up to March 2021. During closure periods the Brewhouse staff were able to support the Council's Covid-19 effort ranging from contacting 'shielding' residents through to Covid Marshal work. In November 2020, the Main Hall at the Town Hall was established as a Covid-19 testing station and Civic Function staff have supported the dedicated testing team ensuring the facility remains fully operational. This has obviously meant that the remainder of the Town Hall function area has been closed to the public.

OBJECTIVES FOR 2021/22

The Council is determined to continue to build on its successes during 2020/21 as it moves forward into the 2021/22 financial year. It will continue to improve performance, service delivery and value for money through delivery of the Council's three Corporate Priorities. Achievement of these priorities will be supported by the **Community & Regulatory Services** portfolio through delivery of the objectives detailed in the following section. The specific

performance indicators identified to measure these objectives are referenced in the paragraphs below.

Disabled Facilities Grant Review (Target Ref No. CRS14)

The Council adopted an in-house Disabled Facilities Grant service in 2018 to incorporate more efficient ways of working to secure faster and more cost efficient adaptations to enable residents to live independently in their own home. This has been reviewed annually since the first year of operation to determine the impact and effectiveness of the service. A review will be undertaken in December 2021 to monitor delivery process timescales and service costs and assess where improvements can be made to improve the impact and effectiveness of the service.

Selective Licensing Review & Future Designation (Target Ref No. CRS01, CRS02)

Following the successful introduction of the Selective Licensing Scheme pilot in a part of Anglesey ward, the Council has continued to monitor and evaluate the scheme completing an annual review at the end of each of the 3 years of operation. Additional areas that are suitable for expansion of the selective licensing scheme were identified at the end of year 2 and a full and detailed consultation undertaken between January and March 2020, however this was put on hold due to Covid restrictions on 28th March 2020. The current scheme will be reviewed at the end of the fourth year of operation to monitor and evaluate the impacts and outcomes of the scheme and the outcome of the consultation for a future selective licensing designation will be considered for implementation.

Climate Change (Target Ref No. CRS13)

In response to national and international concerns around Climate Change the Council declared a 'Climate Emergency' in August 2020. In support of this 'Climate Emergency' declaration, the Council developed a wide ranging and comprehensive action plan that refocuses attention in order to tackle these wide ranging issues. The Environmental Health team will report on all actions identified for 2021/22 as set out in the Climate Change Action Plan alongside

developing some staffing resource to drive forward the climate change agenda. This will involve working with and influencing partner organisations in order to effect change across the Borough as a whole.

Partnership working with Trading Standards for Tenant Fees (pulled forward from previous year) (Target Ref No. CRS15)

The introduction of legislation for Tenant Fees provides enforcement powers for Trading Standards and the Environmental Health Team to enforce the prohibition of fees for tenants. The Environmental Health Team will continue to work with Trading Standards on Covid-19 compliance work during 2021-22 and seek to undertake a targeted initiative in partnership with Trading Standards to investigate and enforce compliance with Tenant Fees Legislation should this be feasible.

CCTV Provision (Target Ref No. CRS03, CRS04)

Building on the Scrutiny review in 2020, plans will be implemented for an overall review of the fixed CCTV camera provision across the Borough. This will include an independent survey to establish that both the effectiveness of the cameras and their locations are appropriate. 2021-22 will also see the renewal of the contract to both monitor and maintain the Councils fixed CCTV cameras.

Licensing and Enforcement Activities (Target Ref No. CRS05, CRS06, CRS07, CRS08, CRS09)

During 2020-21 the Licensing Team will undertake a full review of the licensing fees and charges in accordance with the appropriate legislation. This will include all charges relating to Taxi's, Gambling Act premises, Scrap Metal and sex establishments. It will also be necessary to review the Gambling Act Policy during the year.

Following the introduction of the statutory standards for Taxi's and Private Hire Vehicles during 2020, we will update our Taxi License and Private Hire Policy to reflect these changes and requirements. The review of the Taxi ranks in Burton and Uttoxeter will be completed during the year, confirming which Taxi ranks are to be introduced, maintained and/or removed.

In addition, the Enforcement Team will undertake a review and update of the 'A' board policy. This will involve liaising with the County Council to ensure that both the proposed policy and enforcement powers are aligned to provide appropriate guidance to those retailers etc. who wish to use 'A' boards to promote their businesses.

Community & Civil Enforcement (CCE) (Target Ref No. CRS10, CRS16)

Building on the extensive work CCE officers undertook (and still continue to deliver) during the Covid-19 pandemic, the team will continue to deliver specific Ward based initiatives focusing on fly-tipping, dog fouling, and littering. The team will also seek to launch digitally based content (embracing digital technology) to reach a wider audience, educating residents on issues relating to the main issues reported i.e. fly tipping, dog fouling, littering etc.

Following the successful introduction of the Parking App across the Council's car parks in 2020-21, the team will seek to provide a first year review of the use of the App and include proposals for any expansion if this proves to be a valid undertaking. Clearly, the Parking App has played an important role in providing users with a 'non-contact' payment option during the Covid-19 pandemic, which has been a positive aspect of the introduction of this technology.

Partnership Working (Target Ref No. CRS11, CRS12)

'Prevent' seeks to avert the potential for radicalisation within communities. Achieved through a number of methods, 'Prevent' educates, informs and protects against the possibility of radicalisation and extremism. Using the Prevent Toolkit ESBC will undertake an internal review to ensure processes and procedures are robust enough to satisfactorily address the needs of Prevent.

In order to build relationships and open up communication channels between the Borough Council and our Parish Councils, the Council will consider the introduction of a Parish Council Forum. This consideration will focus on the

most appropriate way to open up the links between the two tiers of local government.

Brewhouse and Civic Function Suite (Target Ref No. CRS17, CRS18, CRS19, CRS20)

2021-22 marks the 30th anniversary of the Brewhouse. In recognition of this milestone, a programme of Covid-19 compliant events and activities will be scheduled throughout the year when appropriate. The campaign will aim to promote community engagement and re-connect with audiences as well as support culture in Burton following the significant and ongoing impact of the Covid-19 pandemic.

The Brewhouse and Civic Function Suite team will seek to deliver a number of Covid-19 compliant outdoor events and associated Arts Development work across the Borough as part of 30th anniversary celebrations and also to help with the re-engagement of audiences. This work will seek to include activities such as 'street festivals' and a Public Art Trail as a follow up to the successful Swan project undertaken in 2020, for example.

In response to the impact of Covid-19, the Brewhouse Team trialled a number of digital/online opportunities for residents to access the service. During 2021-22 the team will seek to further develop the digital aspects of the Service. By putting in place technologies, training and operational processes the service will be enabled to further adapt to hosting more online and virtual content and activity.

The Council will bring forward proposals for implementing a new model for the delivery of the Brewhouse, Arts and Town Hall (BATH) service. The new model is expected to be more efficient and effective and will respond to Local and National initiatives such as the Stronger Towns Fund and Arts Council England new Let's Create Strategy for 2020-2030, as well as the longer term impact of the Covid-19 Pandemic.

MEASURES AND TARGETS FOR 2021/22

The Community & Regulatory Services portfolio has identified a number of measures and targets for 2021/22 which will contribute to the delivery of the objectives detailed above. These are set out in the following tables.

Value for Money Council

Statement Reference Number	Measures	Target 2021/22	Target Date
CRS01	Development of the Selective Licensing Scheme	Selective Licensing Fourth Year Review Complete	November 2021
CRS02	Development of the Selective Licensing Scheme	New Selective Licensing Designation completed	March 2022*
CRS03	Review of the Council's CCTV Provision	Undertake a review of CCTV provision, including a survey of the existing fixed camera provision	July 2021
CRS04	Review of the Council's CCTV Provision	Implement new contract for monitoring and maintenance of fixed CCTV cameras	February 2022
CRS05	Licensing and Enforcement Activities	Undertake a full review of the licensing fees and charges in accordance with the appropriate legislation	December 2021
CRS06	Licensing and Enforcement Activities	Undertake a review of the Gambling Act Policy	February 2022
CRS07	Licensing and Enforcement Activities	Update the Taxi License and Private Hire Policy	March 2022

Statement Reference Number	Measures	Target 2021/22	Target Date
CRS08	Licensing and Enforcement Activities	Conclude the review of taxi ranks in Burton and Uttoxeter	March 2022
CRS09	Licensing and Enforcement Activities	Review and update the Councils 'A' board policy	March 2022
CRS10	Community & Civil Enforcement (CCE)	Complete a first year review of the use of the Parking App and consider proposals for further development	August 2021

Community Regeneration

Statement Reference Number	Measures	Target 2020/21	Target Date
CRS11	Partnership Working	Review the Council's internal procedures and training in support of the Prevent Agenda	March 2022
CRS12	Partnership Working	Consider the introduction of a Parish Council Forum/other communication channels	July 2021

Environment and Health & Wellbeing

Statement Reference Number	Measures	Target 2020/21	Target Date
CRS13	Climate Change	Provide a 1st year review of progress made on the Climate Change Action Plan	February 2022
CRS14	Disabled Facilities Grant Review	Complete Annual Review of Disabled Facilities Grant Service	December 2021

Statement Reference Number	Measures	Target 2020/21	Target Date
CRS15	Partnership working with Trading Standards	To continue to work with Trading Standards on Covid-19 compliance and undertake a focused initiative on tenant fee compliance*	March 2022
CRS16	Community & Civil Enforcement (CCE)	Launch digitally based content (embracing digital technology) to reach a wider audience, educating residents on issues relating to the main issues reported i.e. fly tipping, dog fouling, littering	September 2021
CRS17	Brewhouse and Civic Function Suite	A minimum programme of 8 events and activities will be scheduled throughout the year to mark the 30th anniversary of the Brewhouse*	March 2022*
CRS18	Brewhouse and Civic Function Suite	A programme of outdoor events and associated Arts Development work will be delivered across the Borough as part of 30th anniversary celebrations including a Public Art Trail*	March 2022*
CRS19	Brewhouse and Civic Function Suite	Deliver a minimum of 6 online engagement opportunities as part of the digital development of the Brewhouse service	March 2022
CRS20	Brewhouse and Civic Function Suite	Proposals for implementing a new model for the delivery of the Brewhouse, Arts and Town Hall (BATH) service that responds to Local and National initiatives such as the Stronger Towns Fund and Arts Council England will be delivered	March 2022

**These activities are subject to amendment as a consequence of Covid-19*